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KERALA GAZETTE
അസാധാരണം
EXTRAORDINARY

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KERALA STATE ELECTRICITY REGULATORY COMMISSION, THIRUVANANTHAPURAM

NOTIFICATION

No. 171/Con.Engg/2026/KSERC. *5th March, 2026.*

In exercise of the powers conferred under sub section (1) of Section 181, read with Section 57 of the Electricity Act, 2003 (Central Act 36 of 2003), and all other powers enabling it in this behalf and after previous publication; the Kerala State Electricity Regulatory Commission hereby makes the following Regulations to amend the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2015, namely:—

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KERALA STATE ELECTRICITY REGULATORY COMMISSION (STANDARDS OF PERFORMANCE OF DISTRIBUTION LICENSEES) (FIRST AMENDMENT) REGULATIONS, 2026

1. *Short title and commencement.*—(1) These Regulations may be called the "Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) (First Amendment) Regulations, 2026".

(2) These Regulations shall come into force from the date of publication of the same in the Official Gazette of the State of Kerala.

2. *Amendments to the Principal Regulations.*—In the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2015, the following Amendments are made:—

(1) Amendment to Regulation 2.—In Regulation 2,—

(i) For clause (4), the following clause shall be substituted, namely: —

(4) **"applicant"** means an owner or occupier of any land or premises, who files an application in the specified form, with a distribution licensee for; the supply of electricity, or the increase or reduction in sanctioned load or contract demand, or the change in title, or mutation of name or change in consumer category, or the disconnection/reconnection of supply, or termination of agreement, or shifting of service line/meter, or other services, as the case may be, in accordance with the provisions of the Act and the regulations made thereunder;

(ii) After clause (13), the following clauses shall be inserted, namely: —

(13a) **"Consumer Average Interruption Duration Index" or 'CAIDI'** means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period, as specified in these Regulations;

(13b) **'Consumer Average Interruption Frequency Index' or 'CAIFI'** means the average interruption frequency of the sustained

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interruptions for those who experienced interruptions during the reporting period, as specified in these Regulations;

(iii) For clause (15), the following clause shall be substituted, namely: —

(15) "**consumer**" means the consumer as defined in the Act:

Provided that, for the purposes of these Regulations, a prosumer as defined in the KSERC (Renewable Energy and Related Matters) Regulations, 2025 shall have the same rights as that of a consumer under these Regulations;

(iv) After clause (15), the following clauses shall be inserted, namely: —

(15a) **'days'** means clear working days;

(v) After clause (28), the following clauses shall be inserted, namely: —

(28a) **'Momentary Average Interruption Frequency Index' or 'MAIFI'** means the average number of momentary interruptions, each less than or equal to five minutes in duration per consumer during the reporting period, calculated on a consumer-weighted basis across all the 11 kV feeders, excluding agricultural feeders, in accordance with the formula specified in these Regulations;

(vi) After clause (39), the following clauses shall be inserted, namely: —

(39a) **'System Average Interruption Duration Index' or 'SAIDI'** means the average total duration of sustained interruptions, each exceeding five minutes in duration per consumer during the reporting period, calculated on a consumer-weighted basis across all the 11 kV feeders, excluding agricultural feeders, in accordance with the formula specified in these Regulations;

(39b) **'System Average Interruption Frequency Index' or 'SAIFI'** means the average number of sustained interruptions, each exceeding five minutes in duration per consumer during the reporting period,

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calculated on a consumer-weighted basis across all the 11 kV feeders, excluding agricultural feeders, in accordance with the formula specified in these Regulations;

(2) Amendment to Regulation 4.—In Regulation 4,—

(i) After sub regulation (1), the following sub regulations shall be inserted, namely: —

(1A) The distribution licensee shall ensure 24x7 uninterrupted power supply to all the consumers, so that there is no requirement of running the diesel generator sets.

(1B) Within six months from the date of notification of these Regulations, Distribution Licensee shall submit to the Commission, for approval, a Scheme for enabling the decommissioning of Diesel Generator (DG) sets used by consumers as essential backup power within its area of supply. The Scheme shall, inter-alia, provide for:

(i) assessment of reliability of supply in different areas, feeders, and consumer categories;

(ii) a phased plan, based on reliability of supply, to enable such consumers to transition to cleaner backup solutions such as Renewable Energy Generating System with Battery Storage;

(iii) facilitation measures including technical guidance, connectivity arrangements, metering provisions and procedural support required for such transition;

(ii) In Sub Regulation (2),—

(a) in clause (i), for the words “six hours” the words “four hours” shall be substituted;

(b) in clause (ii), for the words “eight hours” the words “six hours” shall be substituted;

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(c) in clause (iii), for the words “ten hours” the words “eight hours” shall be substituted;

(iii) In Sub Regulation (3),—

(a) in clause (i), for the words “eight hours” the words “six hours” shall be substituted;

(b) in clause (ii), for the words “twelve hours” the words “eight hours” shall be substituted;

(c) in clause (iii), for the words “sixteen hours” the words “twelve hours” shall be substituted;

(iv) In Sub Regulation (5),—

(a) in clause (i), for the words “twenty four hours” the words “eighteen hours” shall be substituted;

(b) in clause (ii), for the words “thirty six hours” the words “twenty four hours” shall be substituted;

(c) in clause (iii), for the words “forty eight hours” the words “thirty six hours” shall be substituted;

(v) In Sub Regulation (15), for the words “defective LT meter owned by the licensee within seven working days from the date of detection of the defect” the words “defective LT meter as per the timelines specified in Regulations 117 and 118 of the Kerala Electricity Supply Code, 2014” shall be substituted;

(vi) In Sub Regulation (16), for the words “defective HT meter owned by the licensee within seven working days from the date of detection of the defect” the words “defective HT meter as per the timelines specified in Regulation 118 of the Kerala Electricity Supply Code, 2014” shall be substituted;

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(vii) In Sub Regulation (17), for the words "Average Service Availability Index (ASAI) at 98% in urban areas, 97.5% in rural areas and 97% in difficult areas" the words "Average Service Availability Index (ASAI) at 99% in urban areas, 98.5% in rural areas and 98% in difficult areas" shall be substituted;

(3) Amendment to Regulation 5.—In Regulation 5, for the existing Table Overall Standards of Performance, the following Table shall be substituted, namely:—

Table: OVERALL STANDARDS OF PERFORMANCE

Sl. No.	*Guaranteed standard of performance*	*Overall performance*
(1)	(2)	(3)
1	Restoration of supply in the case of normal fuse-off Calls within the period of four hours in urban areas	95 %
2	Restoration of supply in the case of normal fuse-off Calls within the period of six hours in rural areas	95 %
3	Restoration of supply in the case of normal fuse-off Calls within the period of eight hours in difficult areas	95%
4	Restoration of supply in the case of breakdowns of overhead lines or overhead cables within six hours in urban areas	90 %
5	Restoration of supply in the case of breakdowns of overhead lines or overhead cables within eight hours in rural areas	90 %
6	Restoration of supply in the case of breakdowns of overhead lines or overhead cables within twelve hours in difficult areas	90%
7	Restoration of supply in the case of breakdowns of underground cables within twenty four hours in urban areas	90%
8	Restoration of supply in the case of breakdowns of underground cables within forty eight hours in rural areas	90%
9	Restoration of supply in the case of breakdowns of underground cables within forty eight hours in difficult areas	90%
10	Restoration of supply in the case of failure of distribution transformer within eighteen hours in urban areas	90 %
11	Restoration of supply in the case of failure of distribution transformer within twenty four hours in rural areas	90%

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(1)	(2)	(3)
12	Restoration of supply in the case of failure of distribution transformer within thirty six hours in difficult areas	90%
13	Rectification of voltage variations within seven days where no expansion or enhancement of network is involved	90 %
14	Rectification of voltage variations within one hundred and twenty days where up-gradation of distribution system is required	90 %
15	Inspection, checking and rectification of defects of meter except replacement within five working days of the receipt of complaint	95%
16	Replacement of defective LT meter owned by licensee as per timelines specified in Regulations 117 and 118 of the Kerala Electricity Supply Code, 2014	95%
17	Replacement of defective HT meterowned by licensee as per timelines specified in Regulation 118 of the Kerala Electricity Supply Code, 2014	95%
18	Adherence to time lines specified in the Kerala Electricity Supply Code, 2014 for,— (a) new connection; (b) temporary connection; (c) seasonal connection; (d) enhancement or reduction of connected load or contract demand; (e) transfer of service connection; (f) conversion of service connection; (g) shifting of electric line or electrical plant; (h) dismantling and removal of electric line or electrical plant which are not in use; (i) change of category;	95%
19	Adherence to time lines specified in the Kerala Electricity Supply Code, 2014 for,— (a) resolution of grievances relating to disputed bills; (b) disconnection of supply on the request of consumer; (c) reconnection of supply following disconnection due to non-payment of bills; (d) refund of security deposit on termination of service;	99%
20	Average Service Availability Index in each year (a) Urban area (b) Rural area (c) Difficult area	 99% 98.5 % 98%

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(4) Amendment to Regulation 6.— In Regulation 6,—

(i) In sub regulation (4), for the words "5% of the total number of distribution transformers" the words "3% of the total number of distribution transformers" shall be substituted".

(ii) In sub regulation (5), for clause (c) the following clause shall be substituted, namely: —

(c) The Distribution Licensee shall ensure that the distribution system reliability indices specified in clause (a) above are computed in accordance with Regulation 7 of these Regulations and are maintained at not less than the levels specified in Table below for different areas within its area of supply.

Table: DISTRIBUTION SYSTEM RELIABILITY INDICES

Reliability Index	*Urban Areas*	*Rural Areas*	*Difficult Areas*
SAIDI	400 minutes per month	600 minutes per month	800 minutes per month
SAIFI	30 interruptions per quarter	45 interruptions per quarter	60 interruptions per quarter

(iii) In sub regulation (5), after clause (c) the following clauses shall be inserted, namely: —

(d) The Distribution Licensee shall conduct a study of the distribution system reliability indices specified in clause (a) above, based on the indices achieved by the licensee in the previous years, propose a trajectory for improvement thereof, and submit a detailed report before the Commission within one year from the date of notification of these Regulations.

(e) The Commission may, based on the analysis of the study report submitted under clause (d) and other relevant factors affecting reliability of supply, modify the trajectory of System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI) for urban areas, rural areas and difficult areas, within its area of supply.

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(5) Amendment to Regulation 7.—In Regulation 7, for sub regulation (1), the following sub regulation shall be substituted, namely:—

(1) Every Distribution Licensee shall establish and maintain an online system for submission of feeder-wise interruption data and the computed values of the distribution system reliability indices, in the manner and format specified in these Regulations, so as to enable the Commission to review and monitor the reliability performance of the Distribution Licensee through the online mechanism.

(6) Amendment to Regulation 14.— In Regulation 14, the following sub regulation shall be inserted after sub regulation (1), namely:—

(1A) The Distribution Licensee shall, within six months from the date of notification of these Regulations, create an online portal through which consumers may register and claim compensation payable under these Regulations, as specified under clauses (a) to (e) below:

(a) The online portal shall be developed in such a manner as to incorporate all the details specified in Form A to these Regulations;

(b) The portal shall have the facility to track the status of the application for compensation, including acknowledgment of receipt, stage of processing, decision taken, and details of compensation credited to the consumer.

(c) Upon receipt of an application for compensation through the online portal, such application shall be automatically transferred to the authorized officers specified under Regulation 15 of these Regulations;

(d) The Distribution Licensee shall widely disseminate information regarding such facility through appropriate means including electricity bills, website, SMS/ e-mail/ WhatsApp etc.;

(e) In cases where compensation is payable under these Regulations, the

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payment of such compensation shall be made by adjustment against the current or future electricity bills of the consumer, in accordance with Regulation 14A and 16 below.

(7) Insertion of new Regulation 14A.—After Regulation 14, the following Regulation shall be inserted, namely:—

14A. Automatic Compensation Mechanism.

(1) The Distribution Licensee shall develop a suitable mechanism for automatic payment of compensation in respect of those Standards of Performance parameters specified in clauses (a) to (f), (i) and (k) to (m), of sub regulation (13) of Regulation 4 of these Regulations. This mechanism shall be put in place within six months from the date of notification of these Regulations.

(2) The consumer shall be automatically compensated, without the need for any claim to be made, upon automatic identification of a default in the performance of the Distribution Licensee in respect of the specified parameters under sub regulation (1) above.

(3) The Distribution Licensee shall design and maintain its distribution system monitoring architecture in such a manner that there is a progressive and gradual increase in the number of parameters indicated in Schedule-I to these Regulations.

(4) The automatic compensation mechanism developed under sub-regulation (1) shall include integration with the billing system of the Distribution Licensee so as to enable automatic computation and adjustment of the compensation amount in the consumer's electricity bill, with intimation to the consumer.

(5) The compensation so determined shall be adjusted in the current or subsequent electricity bill of the consumer, but in any case not later than one billing cycle from the date of occurrence of such default.

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(6) The Distribution Licensee shall submit to the Commission, within six months from the date of notification of these Regulations, a report detailing:

(i) the parameters brought under online monitoring,

(ii) the system developed for automatic compensation, and

(iii) the roadmap for inclusion of additional parameters.

(7) The Distribution Licensee shall submit half-yearly reports to the Commission on the status of implementation of the automatic compensation mechanism and the parameters covered thereunder.

(8) Amendment to Regulation 15.—In Regulation 15, the heading shall be substituted with the following, namely:—

15. Duty of the Distribution Licensee to Authorize Officers for Sanction and Payment of Compensation for Cases Not Covered Under Automatic Compensation Mechanism.

(9) Amendment to Regulation 16.—In Regulation 16,—

(i) In clause (a) to sub regulation (1), for the words "in Form A to the officer, authorized by the licensee under regulation 15" the words "through online portal for cases not covered under Automatic compensation mechanism as specified in Regulation 14A of these Regulations" shall be substituted";

(ii) In clause (b) to sub regulation (1), for the words "sixty days" the words "thirty days" shall be substituted".

(10) Amendment to Regulation 20.—In Regulation 20,—

(i) The existing sub regulation shall be numbered as sub regulation (1).

(ii) The following sub regulation shall be inserted as sub regulation (2), namely:—

(2) The Distribution Licensee shall provide facility to the Officers authorized by the Commission to access the distribution system meter

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data for the purpose of ensuring regulatory compliance with respect to reliability indices.

(11) Substitution of Schedule-I.—For the existing Schedule- I, the Schedule-I to these Amendment Regulations shall be substituted.

(12) Amendment to Annexure-I.—In Annexure-I, in the Table under the heading "Reporting Formats—Guaranteed Standards", in the headings of the columns wherever the word "complaints" occurs, the words "complaints/request for service" shall be substituted.

(13) Amendment to Annexure-II.—In Annexure-II, in the Table under the heading "Reporting Formats—Guaranteed Standards", in the headings of the columns wherever the word "complaints" occurs, the words "complaints/request for service" shall be substituted.

By Order of the Commission

RAJENDRAN K. V.
Secretary.

SCHEDULE-I

Compensation for breach of guaranteed standards of performance

(*See* regulation 16)

Sl. No.	*Nature of breach of guaranteed standards of performance*	*Relevant regulation*	*Compensation payable to consumers*	*Mode of compensation*
(1)	(2)	(3)	(4)	(5)
1	Failure to restore supply in the case of normal fuse off calls	4 (2)	Rs 100 in each case of default	Manual/Automatic
2	Failure to restore supply in the case of breakdowns of overhead line/cable breakdowns	4 (3)	Rs100 in each case of default	Manual/Automatic
3	Failure to restore supply in the case of breakdowns of underground cable	4 (4)	Rs 100 in each case of default	Manual/Automatic
4	Failure to restore supply in the case of failure of distribution transformer	4 (5)	Rs100 in each case of default	Manual/Automatic

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(1)	(2)	(3)	(4)	(5)
5	Exceeding the maximum duration of scheduled outage	4 (7)	Rs 100 in each case of default	Manual/Automatic
6	Failure to rectify voltage fluctuations in case no expansion/augmentation of network required and includes fault identified to a local problem on the transformer	4 (8)	Rs 200 in each week of default	Manual/Automatic
7	Failure to rectify voltage fluctuations in case expansion/augmentation of network required	4 (8)	Rs 200 in each week of default	Manual/Automatic
8	Failure to rectify voltage fluctuations in case erection of substation required	4 (8)	Rs 200 in each week of default	Manual/Automatic
9	Failure to adhere to time schedule for giving new connection where supply can be provided from existing distribution system	4 (13) (a)	Rs 100 for each day of default	Automatic
10	Failure to adhere to time schedule for giving new connection where supply can be provided after extension/augmentation of the existing distribution system	4 (13) (a)	Rs 100 for each day of default	Automatic
11	Failure to adhere to time schedule for giving temporary connection/ seasonal connection	4 (13) (b) and (c)	Rs 100 for each day of default	Automatic
12	Failure to adhere to time schedule for enhancement or reduction of connected load or contract demand	4 (13) (d)	Rs 100 for each day of default	Automatic
13	Failure to adhere to time schedule for transfer of service connection	4 (13) (e)	Rs 100 for each day of default	Automatic

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(1)	(2)	(3)	(4)	(5)
14	Failure to adhere to time schedule for conversion to service connection	4 (13) (f)	Rs 100 for each day of default	Automatic
15	Failure to adhere to time schedule for shifting of service lines/electrical plant	4 (13) (g)	Rs 100 for each day of default	Manual/Automatic
16	Failure to adhere to time schedule for dismantling and removal of electric line or electrical plant which are not in use	4 (13) (h)	Rs 100 for each day of default	Manual/Automatic
17	Failure to adhere to time schedule for change of category	4 (13) (i)	Rs 100 for each day of default	Automatic
18	Failure to adhere to time schedule for resolution of grievance relating to disputed bill	4 (13) (j)	Rs 100 for each day of default	Manual/Automatic
19	Failure to adhere to time schedule for disconnection of supply on the request of the consumer	4 (13) (k)	Rs 100 for each day of default	Automatic
20	Failure to adhere to time schedule for reconnection of supply after disconnection due to non payment bill	4 (13) (l)	Rs 100 for each day of default	Automatic
21	Failure to adhere to time schedule for refund of security deposit etc.	4 (13) (m)	Rs 100 for each day of default	Automatic
22	Failure to inspect and rectify defects of meter within time line	4 (14)	Rs 100 for each day of default	Manual/Automatic
23	Failure toreplace faulty LT meter within the time schedule	4 (15)	Rs 100 for each day of default	Manual/Automatic
24	Failure to replace faulty HT meter within the time schedule	4 (16)	Rs 100 for each day of default	Manual/Automatic
25	Failure to ensure Average Service Availability Index in each year	5	Rs 100 for each year	Manual/Automatic

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Note:—

The method of payment of compensation for the items mentioned as Manual/ Automatic in the Schedule-I above shall be Manual, until such time the Distribution Licensee implements the automatic compensation mechanism for the respective parameter in accordance with regulation 14A of these Regulations. Upon such implementation, the compensation for those parameters shall be through the automatic compensation mechanism.

Explanatory Note

(This does not form part of the notification, but is intended to achieve the general purport.)

The Commission has notified the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2015 on 15th December, 2015, to specify standards of performance of a licensee, as per Section 57 of the Electricity Act, 2003. Subsequently, Government of India notified the Electricity (Rights of Consumers) Rules, 2020, which were amended from time to time up to 2024, with the objective of empowering electricity consumers by ensuring continuous, reliable and quality supply of electricity and by enhancing accountability of distribution licensees through transparent, simple and time-bound service delivery processes. The Rules provide for specification and monitoring of reliability indices such as SAIFI, SAIDI, MAIFI, CAIFI and CAIDI, mandate 24×7 power supply, promote reduction in dependence on diesel generator sets through transition to cleaner technologies, and require consumer-friendly mechanisms including toll-free call centers, online registration for claiming compensation and tracking of service requests, grievance redressal and compensation. The Rules also stipulate automatic compensation for breach of standards of performance based on remote monitoring and require State Commissions to establish appropriate monitoring and compensation mechanisms. The Ministry of Power has further emphasized strict compliance with these provisions and is undertaking review and rating of States/UTs based on their regulatory performance.

The Commission has already enabled online submission and tracking of consumer service applications under the Kerala Electricity Supply (Fifth Amendment) Code, 2024, and accordingly, in the initial phase, has linked automatic compensation to service timelines that

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can be digitally monitored. These Amendment Regulations further provide for an online portal and a remote monitoring framework to strengthen oversight of service performance and to ensure 24×7 uninterrupted power supply. These Amendment Regulations also seek to reduce dependence on diesel generator sets through phased adoption of cleaner backup solutions such as renewable energy systems with battery storage and to revise the compensation rates for breach of guaranteed standards of performance, which have remained unchanged since the notification of the Standards of Performance Regulations, 2015.

To address the matters indicated above, the Commission published the Draft Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) (First Amendment) Regulations, 2026, on 3rd February, 2026, in the website of the Commission, inviting comments and objections from stakeholders. To enhance transparency and facilitate informed stakeholder participation, the Commission also published a detailed explanatory memorandum along with the draft Amendment Regulations, detailing the facts and circumstances leading to the proposed amendments.

Further the Commission has conducted a public hearing through online mode on the draft Regulations on 25th February, 2026. Ten stakeholders have attended the online public hearing held on 25th February, 2026 and six number of stakeholders have submitted their written comments/suggestions on the draft Regulations. After considering the objections and suggestions received in the public hearing and through written comments, the Commission approved the final of the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) (First Amendment) Regulations, 2026 and decided to publish the same in the Official Gazette.

This notification is intended to achieve the above object.

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